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GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE

INFORMATION TECHNOLOGY SCHEDULE PRICELIST

The Schedule Includes:

SIN 132-51, 132-51STLOC, 132-51RC

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Contract Number: GS-35F-0656W

Period Covered: September 24, 2010 to September 23, 2015

Auxis, LLC.

8151 Peters Road, Suite 3500 Plantation, FL 33324

Phone: (954) 236-4000 – Fax: (954) 236-6853

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Business Type: Hispanic American owned, S Corporation, Minority-Owned Business

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at http://www.fss.gsa.gov/

Table of Contents

Company Overview

Auxis, LLC is a management consulting and IT solution company that specializes in improving operational performance and efficiency through the effective use of technology. Auxis brings innovative solutions to the business of Government, leveraging our deep commercial experience. Our unique and independent perspective provides government organizations with best practices that apply to the most relevant and impactful issues being faced today. Our expertise also includes designing and deploying complex and innovative technology solutions. Members of our technology team have worked directly with Federal and State CIOs and Chief Architects for developing scalable and sustainable architectures. We understand how to make technology meaningful and useful to an organization. Our goal is to help Government organizations enhance performance to improve quality, increase speed to goal, and enhance service to citizens.

Auxis has been providing Information Technology Architecture support services since our founding in 1997. We have deep subject matter expertise and comprehensive experience in many areas that align with the critical needs of the federal government, including:

- Enterprise Architecture Planning and Design
- IT Architecture Assessments, Planning, Design. Configuration Documentation and Management
- IT Operations and Service Management
- IT Service Catalog design
- Streamlined processes with ITIL best practices
- Wireless Network Design and Optimization
- Storage Design and Management
- Server and Desktop Virtualization Planning and Deployment
- Cloud Computing and Hosting Architecture
- Network and Systems Integration
- Data Architecture and Management
- Business Impact Mapping
- High Availability Solutions Design and Deployment
- Disaster Recovery Planning and Continuity of Operations Planning
- End User and Endpoint Management
- Project and Program Management
- Feasibility Studies

- Business Cases
- Research and Advisory Services
- IV&V Services
- Security Management

Often, the drivers behind technology initiatives are the achievement of complex business transformation and operational improvement goals. To support business growth strategies and/or business integration efforts, Auxis has conducted in-depth IT Architecture Assessments, analyzing the entire architecture within the organization, and mapping this architecture to the strategies, goals and objectives of the business. The assessment begins with detailed documentation of the existing environment, documenting all IT assets, systems, configurations, policies, procedures and services, and mapping these to the business environment. This "business impact mapping" aligns the people, processes, systems, data, locations and key stakeholders with its underlying IT architecture, and helps to identify any issues and risks within the environment.   A gap analysis is performed, determining the needed architectural changes and investments to support the strategic direction of the organization, and remediation activities are defined and executed, based on client prioritization and budgetary guidance. Auxis has designed clients' "to be" architecture, based on these strategic initiatives, and developed architectural roadmaps, including the associated business cases to validate IT investments.

In the course of designing, developing and deploying these new architectures, Auxis has helped clients incorporate and gain maximum value from emerging technologies, such as server and desktop virtualization, cloud computing, collaboration technologies and other web based tools and services.

The Auxis Team has extensive technology knowledge and subject matter expertise across the full spectrum of tools and technologies that are resident within the federal government. Our team includes technology partnerships and multiple certifications with such leading technology vendors as Microsoft, Cisco, EMC, Citrix, Troux, and others; as well as certifications in key functions and best practices, including Enterprise Architecture, Project Management, ITIL

Additionally, Auxis provides IT Outsourcing for client's infrastructure and IT operations. In this capacity, Auxis assumes responsibility for our clients' IT operations, infrastructure and architecture. To provide ongoing support, Auxis implements a suite of tools to monitor and manage the client environment. These tools include Tier 1 enterprise level service management and monitoring tools, as well as proprietary tools to manage configurations, compliance, documentation and reporting.   Finally, we provide ongoing oversight to ensure compliance, and regularly report on operational performance and compliance, offering recommendations to client management for improvements that would help to reduce cost, increase efficiencies and mitigate risk.

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Founded in 1997, Auxis is headquartered in Plantation, Florida, with offices in Washington, D.C and San Jose, Costa Rica. Auxis has served over 250 commercial and public sector clients since our inception.

Auxis is a small business under the following NAICS codes: 518210, 541511, 541512, 541513 and 541519.

Terms and Conditions

1a.   Table of Awarded Special Item Numbers (SINs):

SIN 132-51, 132-51STLOC, 132-51RC – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D308	Millennium Conversion Services (Y2K)
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

1b.   Labor Category Description: See Page 7

2.   Maximum Order: The maximum order dollar value is $500,000 for all special item numbers. Orders exceeding the maximum order mentioned above can be accepted by the Auxis, LLC in accordance with clause **I-FSS-125** of the contract.

3.   Minimum Order: The minimum order dollar value is $100

4.   Geographic Coverage: Domestic and Overseas Delivery

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5.   **Point(s) of Production (City, County and State or Foreign Country)**

- 7901 SW 6th Court, Suite 120 Plantation, FL 33324

- 1701 Pennsylvania Avenue, Suite 300 Washington, DC 20006

- Ultrapark Zona Franca 6A, 800 mts este Mall Cariari La Aurora, Heredia, Costa Rica

6.   **Discounts:**   Auxis, LLC Final proposed discounts and concessions to the General Services Administration (GS) are:

- **Onsite – Ordering Activity Location**   Discounts ranging from 3.03% to 43.36% off Auxis, LLC's Commercial Pricelist

- **Offsite- Auxis Inc.'s Location** Discounts ranging from .7891% to 39.27% off Auxis, LLC's Commercial Pricelist

7.   **Quantity Discounts:** Not Applicable

8.   **Payment Terms:** Net 30 Days

9.   **Government Purchase Cards:**   Auxis, LLC acknowledges acceptance of credit cards for payment of purchases less than or equal to the micro purchase threshold for oral or written delivery orders.

10:   **Foreign Items (List items by country):** Not Applicable

11:   **Delivery:**

Special Item Numbers	Normal Delivery	Expedited Delivery
132-51, 132-51STLOC, 132-51RC	Upon agreement between Auxis, LLC and the Ordering Activity	Upon agreement between Auxis, LLC and the Ordering Activity

Urgent Delivery: When the FAS IT Schedule contract delivery period does not meet bona fide urgent delivery requirements of an ordering activity; ordering activity are encouraged, if time permits to contact the contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within three 3 workdays after receipt of order for all special item numbers. (Telephonic replies shall be confirmed by the contractor in writing).

12. **FOB Points:** Destination

13a. **Ordering Address:** Products and ordering information in this authorized Information Technology Schedule pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Services Home Page via the Internet at http://www.fss.gsa.gov/

14. **Payment Info:**

Auxis, LLC
7901 SW 6th Court, Suite 130
Plantation, FL 33324
Attn: Accounts Receivable
(954) 236-4000

15. **Warranty Provision:** Standard warranty

16. **Terms and Conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Auxis, LLC may agree to use the credit card for dollar amounts over the micro purchase threshold in accordance with GSAR 552.232-79 Payment of Credit Card. No discounts for purchases made using a credit card are offered.

17. **Guarantee of Experience, Education and Expertise:**

Auxis, LLC hereby guarantees persons with experience, education and expertise as delineated in the Authorized FAS Information Technology Schedule Pricelist will perform the services if a contract is consummated.

18. **Contractor's Report of Sales and Industrial Funding Fee ("IFF"):** Auxis, LLC acknowledges that it understands and accepts the clauses entitled "Contractor's Report of Sales and Industrial Funding Fee".

Auxis, LLC elected to increase pricing for Information Technology Professional Services (132-51, 132-51STLOC, 132-51RC) by .75% for Industrial Funding Fee. The .75% for Industrial Funding Fee has been applied to the rates for all special item numbers as delineated in the Authorized FAS Information Technology Schedule Pricelist.

19. **Travel Requirements:**

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Auxis, LLC hereby agrees and understands that any travel required in the performance of the Information Technology Professional Services (132-51, 132-51STLOC, 132-51RC) will be reimbursed by the ordering activity.

Auxis, LLC travel will be handled in accordance with the Federal Travel Regulation or Joint Travel Regulations, as applicable. The established Federal Government per diem rates will apply to all travel. In addition, Auxis, LLC shall not add the .75% Industrial Funding Fee onto any travel cost.

Labor Category Descriptions

MANAGEMENT SERIES

Skill Level 1 – Executive Project/Program Manager

Minimum/General Experience: Eleven years of intensive and progressive experience demonstrating the required proficiency levels related to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline, or business.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.

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3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted.

Skill Level 2 - Senior Project/Program Manager

Minimum/General Experience: This position requires a minimum of six years of intensive and progressive experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: Responsible for large projects/programs or significant segment of a large complex project/program. Leads team on large projects/programs or significant segment of large complex projects/programs. Translate customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project/program or segment of a project/program to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers, and staff. Anticipates potential project/program related problems. Utilizes refined techniques for identifying, eliminating, or mitigating solution, project/program, and business risk. Understands customer, industry, and business trends. Applies this understanding to meet project/program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project/program objectives are met. Analyzes new and complex project/program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline, or business.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.

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3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Skill Level 3 - Task Manager/Site Manager

Minimum/General Experience: This position requires a minimum of ten years of progressive and intensive experience managing with at least two years of relevant experience in a position with duties commensurate to those defined in the task order requirement or five years specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility, or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification, and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities, and for necessary support resources**.** Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time, and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, information systems, engineering, or a mathematics-intensive discipline or major field of study which either provided substantial knowledge useful in managing large complex Automated Information Systems (AIS) projects or is closely related to the work as described and required by the task.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years of experience and 1 year of relevant experience in a position with duties commensurate to those defined in the task order requirement or four years specialized experience in a position with duties commensurate to those defined in the task order requirement.
2. No degree and 14 years of intensive and progressive directly related experience demonstrating the required proficiency levels related to task.

Skill Level 4 - Help Desk Manager

Minimum/General Experience: This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years general experience of which at least eight years is specialized experience.

Skill Level 5 - Lead Installation Engineer

Minimum/General Experience: Five years experience providing day-to-day supervision of the functional activities associated with High Performance, Mid Range, Workstation, Network (LAN & WAN), Protocols and Operating Systems Installations. Technical expertise shall include system checkout and test, and system tuning.

Functional Responsibilities: Supervises all technicians and installers (contractor and vendor) for the specific systems to be installed. Establishes detailed schedules by subsystem for use by all levels of personnel in order to achieve maximum efficiency. Assigns personnel to various functional activities and instructs them where necessary, to enable them to perform their assigned duties. Compiles and maintains various reports related to the progress of the installation.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences,

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social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Education and experience requirements may be substituted with:

1. An Associate's Degree (in subjects described above) and seven years general experience.
2. No degree and ten years general experience,

Skill Level 6 – Enterprise Architecture Manager

Minimum/General Experience: 7 to 10 years of IT work experience including managing architecture design and deployment, systems lifecycle management and infrastructure planning and operations, with 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.

Functional Responsibilities: Leads the creation and/or evolution of the enterprise architecture function/program including coordination of an appropriately balanced pursuit of enterprise business, information, technical and solution architectures. Leads the identification and analysis of enterprise business drivers to develop enterprise architecture requirements. Analyzes technology industry and market trends and determines potential impact upon the enterprise. Leads the development of enterprise architecture governance structure based on business and IT strategies. Oversees enterprise architecture implementation and ongoing refinement activities. Directs the development and execution of a communication (including education) plan for enterprise architecture standards. Acts as a sounding board or consultant to IT and business leaders in the development of IT solutions for business needs.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of applicable experience.
2. No degree and ten plus years of directly related experience.

Skill Level 36 - Project Manager

Minimum/General Experience: This position requires a minimum of twelve years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Serves as project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in

working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and ten years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree and fifteen years experience.

Skill Level 37 - Computer Operations Manager

Minimum/General Experience: This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale computer system, knowledge of hardware, software, and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operators.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

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Skill Level 38 - Communications Network Manager

Minimum/General Experience: This position requires a minimum of seven years experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25. X.400, and X.500. Knowledge of devices such as bridges, routers, and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based. General experience includes all aspects of communication networks planning, installation, and support.

Functional Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and eleven years general experience of which at least nine years is specialized.

Skill Level 39 - Data Communications Manager

Minimum/General Experience: Requires six years experience in software/hardware LAN and WAN network design and analysis.

Functional Responsibilities: Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams.

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Minimum Education: Bachelor's Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be performed on the task and/or in a computer science, information system, a physical science, engineering, or a mathematics-intensive discipline

Education and experience requirements may be substituted with:

1. A Master's degree with four years of related experience.
2. High school with ten years of directly related experience and applicable training certificate from an accredited training institution.

Skill Level 40 – Network Systems Manager

Minimum/General Experience: Five years of increasingly complex and progressive experience in computer system/network management including two years of specialized experience related to the task.

Functional Responsibilities: Supervises all personnel engaged in the operation and support of network operations, including all communications equipment in large scale or multi-shift operations. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, information systems, engineering, or a mathematics-intensive discipline or an applicable training certificate from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's degree with 3 years of related experience with one year specialized experience related to the task.
2. No degree with nine years of directly related experience including six years of specialized experience related to the task.

Skill Level 41 – Telecommunications Manager

Minimum/General Experience: 7 to 10 years of IT work experience including managing team(s) responsible for infrastructure/network/telecommunications operations and support in multi-platform environments.

Functional Responsibilities: Manages the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions. Ensures customer satisfaction through quality standards and measures by evaluating the performance of telecommunications networks and related interfaces. Responsible for strategic telecommunications planning and works with senior IT leadership to coordinate telecommunication plans with those of the business. Develops and implements standards, procedures, and processes for the telecommunications group. Plans and manages the support of new technologies, performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Performs a coordination role with enterprise management, vendors and customers.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of applicable experience.
2. No degree and eleven years of directly related experience.

Skill Level 42 – IT Governance Manager

Minimum/General Experience: 7 to 10 years of IT work experience including managing team(s) responsible for IT Audit and Controls. Possesses an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).

Functional Responsibilities: Leads and manages information systems governance and compliance-related work using generally applicable and accepted standards and framework for IT audit (e.g., COBIT). Develops and implements an IT audit strategy and plan to review technical systems controls, identify control weakness and communicate significant control and compliance risk to senior management. Provides recommendations to correct or mitigate IT systems control and compliance weaknesses. Works with corporate and IT risk management team in developing and implementing internal control policies in a wide variety of IT processes. Promotes compliance with regulatory requirements and IT best practices, especially with respect to project management, systems development and information security. Provides control-related consultancy to management teams and ensures the existing/new applications and/or

technology infrastructure elements comply with enterprise security, control and audit standards in addition to passing local and federal regulatory examinations.

<u>Minimum Education:</u> Bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of applicable experience.
2. No degree and ten plus years of directly related experience.

PROGRAMMING AND ANALYST SERIES

Skill Level 7 - Senior Functional Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

 Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with eight years of general experience of which at least six years are specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years are specialized experience.

Skill Level 8 - Functional Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

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Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with four years of general experience of which at least two years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 9 - Senior Computer Systems Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Functional Responsibilities: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with appropriate levels to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. When required, provides daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. A Ph.D. (in subjects described above) with a minimum six years of general experience of which at least five years must be specialized
3. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 10 - Computer Systems Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of programming languages, and/or DBMS. Knowledge of appropriate storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement.

Functional Responsibilities: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 11 – Applications Systems Analyst/Programmer (Lead)

Minimum/General Experience: This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires

experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience in management and supervision.

Functional Responsibilities: Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years related experience.
2. No degree and eleven years directly related experience.

Skill Level 12 - Applications Systems Analyst/Programmer (Senior)

Minimum/General Experience: This position requires a minimum of five years of increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies.

Functional Responsibilities: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools.. Provides guidance and training to less experienced analysts/programmers.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects

closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics - intensive discipline, or an applicable training certificate from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with three years relevant experience.
2. No degree and nine years of directly related experience.

Skill Level 13 - Applications Programmer

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May take direction from application engineer to ensure program deadlines are met.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least two years must be specialized experience.
2. No degree and nine years of general experience of which at least seven years must be specialized experience.

Skill Level 14 - Web Architect

Minimum/General Experience: Two years of intensive and progressive experience in a computer related field including development and design of software systems and WEB development.

Functional Responsibilities: Designs and builds web sites in support of Information Technology (IT) projects using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings and is considered an expert in graphic design elements and the presentation of contents. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, Photoshop, Illustrator, and/or other design related applications.

Minimum Education: Bachelor's Degree in fine arts, graphic design, computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, or an applicable training certificate from an accredited institution.

 Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and three years of experience.
2. No degree and eight years of experience.

Skill Level 15 –Principal Systems Architect

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibilities: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.

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<u>Minimum Education:</u> A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Ph.D. (in subjects described above) and eight years of general experience of which at least six years must be specialized experience.
2. A Bachelors degree (in subjects described above) and 12 years general experience of which at least nine years must be specialized experience.

NETWORK SERIES

Skill Level 16 - Senior Network Engineer

Minimum/General Experience: Eight years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experience in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimum supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Skill Level 17 - Cable Installer (Administrative)

Minimum/General Experience: Requires one year experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

Functional Responsibilities: In support of Information Technology (IT) tasks, installs, analyzes, and services communications cabling in the field. Maintains relations between the customer and the organization on all engineering matters. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager. A certain degree of creativity and latitude required.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

Skill Level 43 - Telecommunications/Communications Integration Engineer

Minimum/General Experience: This position requires a minimum of seven years of progressive and intensive experience in telecommunications/communications and computer integration with three years

of experience involving duties similar to those described in the task order requirement, or five years of specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale telecommunications/ communications networks and services with computer systems. Includes satellite, microwave, broadband, fiber optic, wireless, voice, video and digital telecommunication systems. Integrates communications with computer systems to provide complete systems solutions. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance issues. Consults with users, managers, and senior staff to ensure that deficiencies and alternatives have been fully identified and that the solution will meet requirements.   Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems. Prepares studies and give presentations concerning data communications concepts integrated with computer systems and applications for total systems solutions. Provides integrated with computer systems and applications for total systems solutions. Provides technical guidance to computer systems analysts and telecommunications/communications specialists.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in administering large, complex networks, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an applicable certificate of training from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years relevant experience.
2. No degree and eleven years of directly relevant experience.

Skill Level 44 - Communications Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized experience in one of the following: communications software, communications hardware or network specialty. General experience includes all aspects of communication networks. Must demonstrate the ability to work independently or under only general direction.

Communications Hardware specialized experience includes: installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and

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multiplexers): using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment and analyzing the results.

Communications Software specialized experience includes: developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards.

Network specialized experience includes: designing, testing, installing, implementing, and maintaining computer networks; using and implementing network standards, identification and solution of problems, restart/recovery, additions, deletions, and modifications of terminals, hosts, etc., optimization of network costs and performance and implementing accounting and charge back systems.

Functional Responsibilities: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

 Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years general experience of which at least eight years is specialized.

Skill Level 45 - Network Engineer

Minimum/General Experience: Five years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experienced in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimum supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition,

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installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

ENGINEERING SERIES

Skill Level 18 - Senior Information Engineer

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. May provide daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. A Ph.D. (in subjects described above) and six years of general experience of which at least five years must be specialized.
3. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 19 - Senior Application Engineer

Minimum/General Experience: This position requires a minimum of ten years experience managing or performing software engineering activities, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with programming languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

Functional Responsibilities: Leads the application of a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of software. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and, when appropriate, Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

 Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 20 - Applications Engineer

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Applies a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of software. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level

documentation. Enhances software to reduce operating time or improve efficiency. May provide technical direction to programmers to ensure program deadlines are met.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 21 - Software Engineer I

Minimum/General Experience: Zero years of experience. Entry level position. Requires practical knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Assist in the design and coding of software product components, units and modules according to contract specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Skill Level 22 - Software Engineer II

Minimum/General Experience: Two years experience. Software development experience. Requires extensive knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Assists in design and coding of software products. Prepares comprehensive test plans. Conduct tests, identifies and debugs relatively simple problems. Provides test results and recommends more complex corrections to senior developers. Codes enhancements and supports features. Participates in writing product and user documentation.

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Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Skill Level 23 - Test Engineer (Intermediate)

Minimum/General Experience: This position requires five years of intensive and progressive experience in a computer related field with three years within the last six calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; Transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of intensive and progressive experience performing software testing for moderately complex to complex software/hardware applications and/or systems.
2. No degree and nine years of experience of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Skill Level 24 - Software Systems Engineer (Lead)

Minimum/General Experience: This position requires seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience demonstrating management and supervision capabilities.

Functional Responsibilities: Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1.   A Master's Degree (in subjects described above) and five years of relevant experience.
2. No degree and eleven years of directly relevant experience.

Skill Level 25 – Senior Software Engineer

Minimum/General Experience: This position requires ten years general experience and five years specialized experience is required. Ten years general experience includes all aspects of network and computer communications software, and a mixture of experience of the operating systems listed in the skill description and the demonstrated ability to work independently or under only general supervision.

Five (5) years experience in software engineering of large, complex, interconnected/distributed systems environments. Demonstrated experience in developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards.

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Functional Responsibilities: Performs complex analysis, design, development, integration, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of products. Expert knowledge of Operating Systems, LANs, WANs, VPNs, PKI, routers, firewalls, network protocols, data encryption, and key management. Provides functional and empirical analysis related to the design, development and implementation of software operating systems for products including, but not limited to, IA utility software, IA development software, and IA diagnostic software. Expert knowledge of Common Operating Environment (COE). Develops system level scripts in various common languages (e.g., Bourne shell on UNIX). Analyzes network and computer communications hardware characteristics for IA requirements. Assists and coordinates with communications network specialists in the area of communications hardware.

Minimum Education: A Master's degree from an accredited college or university in Computer Science, Information Systems, Engineering, Business, Mathematics, or other related scientific or technical discipline is required.

Education and experience requirements may be substituted with:

1. A Ph.D. (in the subjects described above) and will be considered equivalent to two (2) years general experience and one (1) year specialized experience.
2. A Bachelor's degree (in the subjects described above) and twelve years general and six years specific experience.
3. A Certificate from a nationally recognized information systems security organization (CISSP, CISA, etc) may be considered equivalent to three (3) years generalized experience and three (3) years specialized experience.

Skill Level 26 – Storage Engineer

Minimum/General Experience: 4 to 6 years of IT work experience in IT Infrastructure Support. Experience with networking, storage and systems administration. Possesses skills and knowledge related to network, operating systems, Storage Area Network (SAN), Network Attached Storage (NAS) and tape backup solutions.

Functional Responsibilities: Provides efficient and reliable storage allocation and defines backup, recovery, archival procedures. Develops and implements business continuity practices for storage management. Installs, configures, tests and implements storage management software and hardware. Monitors use and availability of storage resources. Maintains and modifies backup and recovery procedures to meet high availability and mission critical business needs. Troubleshoots storage related issues and takes appropriate actions. Generates reports and analysis on storage usage. Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems. Benchmarks,

evaluates and makes recommendations for the selection of storage management software and hardware products.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above).
2. No degree and six years of experience of intensive and progressive experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Skill Level 27 – Systems Administrator

Minimum/General Experience: 3 to 5 years of IT work experience in IT Infrastructure Support in multiple operating system environments. Knowledge of server, operating systems, and desktop hardware and software. Experienced in support end user environments and applications.

Functional Responsibilities: Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of desktop/server operating systems, related utilities and hardware. Responsible for trouble shooting desktop and server problems as reported by users. Researches, evaluates and recommends software and hardware products. Supports Web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above).
2. No degree and six years of experience of intensive and progressive experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

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Skill Level 46 – Service Management Engineer

Minimum/General Experience: 4 to 6 years of IT work experience in IT Infrastructure and Operations Support. Knowledge of industry standard IT Operations and Service Management best practices, as evidenced by certifications in established methodologies (i.e., ITIL).

Functional Responsibilities: Responsible for daily support of IT Operations and Service Management environment. Develops and implements policies and procedures for the IT operations support, including incident management, change management, problem management, configuration management, service level management, business continuity management, vendor management, etc. Monitors IT infrastructure environment and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above).
2. No degree and six years of experience of intensive and progressive experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Skill Level 47 – Messaging Engineer

Minimum/General Experience: 4 to 6 years of IT work experience in IT Infrastructure Support, with a minimum of 2 to 4 years of work experience in groupware/messaging technologies, tools and relevant platforms.

Functional Responsibilities: Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of messaging and groupware applications (e.g., Microsoft Exchange, Lotus Notes, etc.). Responsible for the implementation, maintenance and support of messaging systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs.

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Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above).
2. No degree and six years of experience of intensive and progressive experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

COMPUTER OPERATIONS SERIES

Skill Level 28 - Help Desk Specialist

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Bachelor's Degree (in subjects described above) and four years general experience of which at least two years must be specialized experience.
2. No degree and eight years general experience of which at least six years is specialized experience.

Skill Level 29 - Hardware Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with IT systems, including systems analysis and programming. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

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Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Bachelor's Degree (in the subjects described above) and four years general experience of which at least two years must be specialized experience.
2. No degree and nine years general experience of which at least seven years is specialized experience.

Skill Level 48 - Senior Computer Security Systems Specialist

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities and resolution of computer security problems.

Functional Responsibilities: Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment. Provides daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance is required.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least seven years must be specialized experience.
2. A Ph.D. (in subjects described above) and six years general experience of which at least five years must be specialized experience.
3. No degree and thirteen years general experience of which at least eleven years is specialized.

SPECIALIST SERIES

Skill Level 30 - Senior Database Management Specialist

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with data base design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of data base systems.

Functional Responsibilities: Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 31 - Database Management Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

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Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 32 – Data Base Specialist

Minimum/General Experience: Eight (8) years related experience performing difficult and complex software engineering activities relative to the design and development of existing software and new or existing systems or subsystems. Task leader of complex technical efforts in their specialty.

Functional Responsibilities: Works under limited supervision in performing difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems. Understands and has implemented WEB technology. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Skill Level 33 - Principal Industry/Functional Area Expert

Minimum/General Experience: Ten years of general IT experience and formal training and three years experience in BPR methods, plus training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guides the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy

sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 34 - Senior Industry/Functional Area Specialist

Minimum/General Experience: Six years of experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for understanding and communicating common best practices for the industry. Utilizes a knowledge base to create conceptual business models and to point out relevant issues and considerations in selecting application software packages, such as those provided by ERP vendors. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers to provide industry vision and guidance with regard to their industry. Leads the determination and classification of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and/or experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years experience.

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2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 35 – Enterprise Architect

Minimum/General Experience: 7 to 10 years of IT work experience in multiple IT areas and 2 to 3 years of relevant enterprise-wide architecture experience in one or more specialty areas. Knowledge of and experience with Enterprise Architecture tools and methodologies.

Functional Responsibilities: Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the corporate business strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with six years of general experience of which five years must be specialized may be substituted.
2. Four years of directly applicable specialized experience may be substituted for Bachelor degree.

Skill Level 49 – Knowledge Engineer

Minimum/General Experience: 7 to 10 years of IT and business/industry work experience. Experience with information management, document management, messaging, collaboration, relational database systems, data warehouse and data mining.

Functional Responsibilities: Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that

defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with six years of general experience of which five years must be specialized may be substituted.
2. Four years of directly applicable specialized experience may be substituted for Bachelor degree.

SUPPORT SERIES

Skill Level 50 - Documentation Specialist (Administrative)

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: preparing technical documentation, which is to include researching for applicable Government and industry documentation standards. General experience includes technical writing and documentation experience pertaining to all aspects of IT. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

Minimum Education: High school diploma and two years general experience of which at least one year is specialized.

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GSA NEGOTIATED PRICES *Contractor Site Rates SIN 132-51*

SIN 132-51 CONTRACTOR SITE RATES		Final Proposed GSA Rate
S/L	**Labor Category**	
	MANAGEMENT SERIES	
1	Executive Project/Program Manager	$ 185.46
2	Senior Project/Program Manager	$ 172.14
3	Task Manager/Site Manager	$ 125.14
4	Help Desk Manager	$ 91.11
5	Lead Installation Engineer	$ 112.28
6	Enterprise Architecture Manager	$ 185.08
	PROGRAMMING AND ANALYST SERIES	
7	Senior Functional Analyst	$ 128.15
8	Functional Analyst	$ 115.23
9	Senior Computer Systems Analyst	$ 132.12
10	Computer Systems Analyst	$ 117.25
11	Applications Systems Analyst/Programmer (Lead)	$ 137.65
12	Applications Systems Analyst/Programmer (Senior)	$ 121.32
13	Applications Programmer	$ 96.94
14	Web Architect	$ 172.14
15	Principal Systems Architect	$ 192.32

GSA NEGOTIATED PRICES *Contractor Site Rates SIN 132-51*

SIN 132-51 CONTRACTOR SITE RATES		Final Proposed GSA Rate
S/L	**Labor Category**	
	NETWORK SERIES	
16	Senior Network Engineer	$ 133.70
17	Cable Installer (Administrative)	$ 62.40
	ENGINEERING SERIES	
18	Senior Information Engineer	$ 147.25
19	Senior Application Engineer	$ 143.85
20	Applications Engineer	$ 100.35
21	Software Engineer I	$ 93.93
22	Software Engineer II	$ 115.16
23	Test Engineer (Intermediate)	$ 110.70
24	Software Systems Engineer (Lead)	$ 137.47
25	Senior Software Engineer	$ 147.07
26	Storage Engineer	$ 141.05
27	Systems Administrator	$ 67.21
	COMPUTER OPERATIONS SERIES	
28	Help Desk Specialist	$ 49.42
29	Hardware Specialist	$ 53.97
	SPECIALIST SERIES	

GSA NEGOTIATED PRICES *Contractor Site Rates SIN 132-51*

SIN 132-51 CONTRACTOR SITE RATES		Final Proposed GSA Rate
S/L	**Labor Category**	
30	Senior Data Management Specialist	$ 153.47
31	Database Management Specialist	$ 130.77
32	Database Specialist	$ 110.39
33	Principal Industry/Functional Area Expert	$ 327.37
34	Senior Industry/Functional Area Specialist	$ 253.49
35	Enterprise Architect	$ 172.14

Note

1. **Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.**

GSA NEGOTIATED PRICES *Off Site Rates SIN 132-51*

SIN 132-51 OFF SITE RATES		Final Proposed GSA Rate
S/L	**Labor Category**	
	MANAGEMENT SERIES	
36	Project Manager	$ 137.67
3	Task Manager/Site Manager	$ 134.44
37	Computer Operations Manager	$ 99.43
38	Communications Network Manager	$ 129.07
39	Data Communications Manager	$ 129.07
4	Help Desk Manager	$ 97.88
40	Network Systems Manager	$ 164.87
41	Telecommunications Manager	$ 137.76
42	IT Governance Manager	$ 147.68
	NETWORK SERIES	
43	Telecommunications/Communications Integration Engineer	$ 143.63
44	Communications Specialist	$ 102.39
16	Senior Network Engineer	$ 143.63
45	Network Engineer	$ 138.42
17	Cable Installer (Administrative)	$ 67.04

GSA NEGOTIATED PRICES *Off Site Rates SIN 132-51*

SIN 132-51 OFF SITE RATES		Final Proposed GSA Rate
S/L	Labor Category	
	ENGINEERING SERIES	
46	Service Management Engineer	$ 162.45
26	Storage Engineer	$ 151.53
47	Messaging Engineer	$ 120.58
27	Systems Administrator	$ 72.20
	COMPUTER OPERATIONS SERIES	
48	Senior Computer Security Systems Specialist	$ 184.93
28	Help Desk Specialist	$ 53.09
29	Hardware Specialist	$ 57.98
	SPECIALIST SERIES	
49	Knowledge Engineer	$ 164.87
	SUPPORT SERIES	
50	Documentation Specialist (Administrative)	$ 65.64

Note

1. **Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.**